

MARVIN Cutover Preparation

September 21, 2017



Mississippi Automated Registration Vehicle Information Network

Purpose

- ▶ This presentation is a final update for MARVIN go-live, which will occur on October 9.
- ▶ Topics:
 - ▶ Important reminders for cutover and rollout
 - ▶ Short demo of MARVIN



Housekeeping Items

- ▶ This demo contains proprietary and confidential information that is property of FAST Enterprises, LLC and the MS Dept. of Revenue and is only for use as part of the MARVIN project and day to day DOR and county business operations. By viewing this presentation, you agree to that you will never use the information contained herein for any other purpose or disclose it to any other party.
- ▶ Questions can be typed in the chat window of your Zoom session. We have reserved some time at the end of this demo for questions.
- ▶ If you can't hear anything, please type 'NO SOUND' in the chat window and we'll try to help troubleshoot.



Sandbox Statistics

- ▶ Total Activities Since August 21
 - ▶ Total activities completed: Over 30,000
 - ▶ Users logged in: 625 (85% of users)



Sandbox Reminders

- ▶ MARVIN Sandbox = the final phase of testing
- ▶ The MARVIN Sandbox **is not** parallel operation between legacy and MARVIN. MARVIN is not live.
- ▶ **Nothing** entered by users in the MARVIN sandbox will be converted for go-live on October 9. It is for testing and practice only.
- ▶ You must continue to enter **ALL** work into legacy through October 6.



MARVIN Sandbox

- ▶ Keep practicing! *Also available Saturdays from 7am to 1pm*
- ▶ Try to do more challenging tasks as well – prior year taxes, surrendering a tag, reverse/redox activity as if you made an error
- ▶ Sandbox will be refreshed weekly, data is as of prior Friday
- ▶ On **September 25**, new data will be loaded from **September 21**
- ▶ MARVIN Sandbox will be available until the week of October 2
 - ▶ Exact time of shutdown will be communicated later



Training Update

- ▶ Two weeks of training are complete
- ▶ First bookkeeper/manager training completed
- ▶ Common questions being sent back and reviewed
- ▶ Sandbox questions and answers are being sent to trainers
- ▶ DOR internal training is ongoing as well



Rollout

- ▶ October 9, 2017, **18 days away!**
- ▶ All offices will go live at once
- ▶ POD printers will still be used – **any POD changes made in legacy after September 15 will NOT be in MARVIN.**
- ▶ POD receipts will change slightly
- ▶ No more drop-in forms, everything will print on 8.5x11 paper
- ▶ TOC and Title Application will print 3 copies



Rollout Weekend Schedule

	October 6	October 6 5:30pm	Saturday October 7	Sunday October 8	Monday October 9
County	Last Day of Work in TTN/legacy	All users locked out of TTN/legacy	Some counties verify at 2pm	Contingency day	MARVIN is live! Offices open
DOR	Last Day of Work in TTN/legacy	Nightly jobs and data extracts	Start verification at 9am	Contingency day	Normal operations in MARVIN
FAST	Prepare MARVIN	Load extracts and convert	Support verification	Contingency day	Desk-side support

Communications

▶ Outbound Messages

- ▶ Emails from DOR to collectors and expert users
- ▶ MARVIN broadcast notifications
- ▶ Help manager - MARVIN FAQ and known issues



▶ Requesting Support

- ▶ Talk to expert user FIRST
- ▶ Call 1-866-665-5239
 - ▶ Option 1 or 2 for business process questions
 - ▶ Option 5 for system issues
- ▶ MARVINHelpDesk@dor.ms.gov

What To Do If Something Breaks

1. Stay calm
2. Check help manager for FAQs/known issues
3. Talk to your county's expert user or collector
4. Contact the phone number or email on prior slide
5. Counties need to have a plan for dealing with customers if their record is affected.
 1. **If customer leaves – get key info – VIN, tag, contact info**



How To Report Issues

- ▶ Provide as much detail as possible!
 - ▶ Your name, county, office, and MARVIN username
 - ▶ Example: John Doe, County 00, Office 001, Username; c001jd001
 - ▶ Vehicle(s) affected: VIN, tag number, owner name
 - ▶ HNA001, Smith, Jane
 - ▶ Exact date and time issue occurred
 - ▶ Example - October 9, 2017 at 10:15 am



System Access

- ▶ MARVIN will be available from 6am to 8pm on weekdays, and 7am to 1pm on Saturdays.
- ▶ All clerks need to log in at least once, or their user account will be deactivated on October 6.
- ▶ Each user needs their own credentials and their own authentication token.
- ▶ If an employee leaves, collect their token and notify DOR to turn off their user account.



Daily Follow-Ups

- ▶ Zoom presentations from 5:15-5:45pm each day – October 9-20
 - ▶ <https://zoom.us/j/650550517>
- ▶ Topics:
 - ▶ Known Issues
 - ▶ Common Questions
 - ▶ Other items as requested
- ▶ Recommended attendance:
 - ▶ Collectors
 - ▶ Expert Users



County Financial File

- ▶ First files to be sent evening of October 9 (by midnight)
- ▶ Bookkeepers/office managers must accept all receipt drawers and close the office day before the file will be sent.
- ▶ Closing office day = money sent to the bank
- ▶ The file contains with summary information for *distribution only, not daily balancing*. **The file data will NOT match deposits.**
- ▶ MARVIN provides reports for daily balancing of motor vehicle money collected by clerks
- ▶ Contact your county vendor with questions about county system.



October Settlement

- ▶ It is recommended that counties 'settle' the first week of October as soon as possible after close of business October 6.
 - ▶ October 9035s generated late October 6. No more 9035s in MARVIN.
- ▶ Any work starting October 9 will follow 'new' MARVIN process.
- ▶ Any work from September or October 2-6 will follow 'old' legacy process.
- ▶ Payment for all October work due November 20th
 - ▶ October 2-6 – Pay by check
 - ▶ October 9-31 – Pay through MARVIN



Sending in MARVIN Work

- ▶ DO NOT mail checks for county work done in MARVIN.
- ▶ Use the following PO Boxes:
 - ▶ Heavy trucks
 - ▶ PO Box 1140
 - ▶ Standard title applications
 - ▶ PO Box 23049
 - ▶ Fast track title applications
 - ▶ PO Box 22845
 - ▶ Everything else – additional information requests, replacements, etc.
 - ▶ PO Box 1383



Help Articles

- ▶ PLEASE review the following help articles:
 - ▶ MARVIN FAQ
 - ▶ Bookkeeping FAQ
 - ▶ Known Issues in the MARVIN Sandbox
- ▶ The Help manager is found in the County Office manager
- ▶ Updates will be posted here after go-live



Renewal Notices

- ▶ Renewal notice data will be sent to your contracted vendor
- ▶ Customers can also opt to receive renewals via email. This will be sent as a PDF.
- ▶ October renewal notices will not be sent from legacy or MARVIN if mill rates are submitted after October 2.
- ▶ Some cards will notify customers to come to the county office - most have an invalid tag (e.g. pickup tag on SUV, vice versa)
- ▶ MARVIN will send November notices in mid-October



Millage Rates

- ▶ For rates effective October 1, 2017, must submit to DOR by October 2 to get October renewal notices (same process as prior years)
- ▶ In MARVIN, rates are not available until the day after they are approved by the collector.
 - ▶ Example: Bookkeeper enters rates on October 9 and collector approves October 9. **Rates available for use: October 10**
 - ▶ Example 2: Bookkeeper enters rates on October 9, collector approves October 10. **Rates available for use: October 11**
- ▶ MARVIN will have rates back to 2013. If your county charges 2011 and 2012 prior year taxes, you must enter those rates on or after October 9.



Inventory

- ▶ Lisa sent emails to counties for tags that you should set aside
- ▶ DOR will ship low volume tags to counties by late September
 - ▶ Ambulance, School Bus, etc.
- ▶ MARVIN will go live with this inventory on October 9
- ▶ Counties REQUIRED to use this new inventory on October 9 and not before
- ▶ For any other inventory, counties can start adding in bulk after rollout and use it on the following day
- ▶ Can also add a box at a time to use immediately (not recommended)



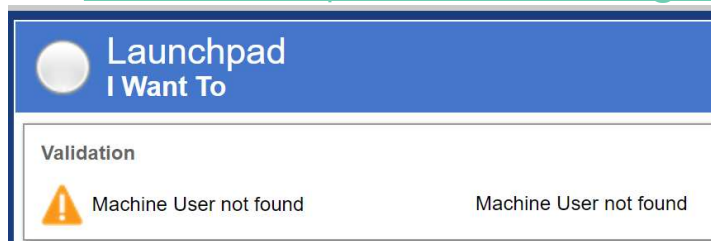
Inventory

- ▶ Tags that you just received from Walddale use the old format since they were ordered from legacy
- ▶ Please do not use them until October 9
- ▶ New Tag Format for MARVIN Orders
 - ▶ AAA 0000 – Passenger
 - ▶ AA0 0000 – Pickup
 - ▶ OAA 0000 – B-10/F-10



Final Reminders

- ▶ If you see the below message when logged into a computer that will be used for MARVIN, contact your IT staff and have them email MARVINHelpDesk@dor.ms.gov right away!



- ▶ Please review help articles and FAQs before reaching out for assistance.
- ▶ 9035 reports will not exist in MARVIN, but information will be included in reports on reconciliation account. Final 9035s available on October 7.



More Information

- ▶ You can find prior newsletters on the MS DOR website.
 - ▶ <http://www.dor.ms.gov/TagsTitles/Pages/default.aspx>
 - ▶ Click 'County Staff'
 - ▶ Enter username and password
- ▶ This presentation will be uploaded to the site, and to sandbox.
- ▶ Today's demo is presented from the MARVIN learning environment.
 - ▶ Can't show the real sandbox since this demo doesn't require logon.

